Kiwi.com Customer Support Escalation Guide

How to Navigate Support & Get Immediate Help

📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710

Navigating the App & Website First

📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710

Go through the official Kiwi.com app or website first, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Open 'My Trips' section from the top navigation bar, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Select the relevant booking that requires attention or support, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Click on 'Help' or 'Contact us' to initiate your request, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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This routes you directly into their support flow tied to your specific trip, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Avoid using generic contact forms or unlinked help forms, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Using Chat Channel & Avoiding Phone Scams

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Always use the in-app or website chat feature rather than calling, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Kiwi.com's main official support channel is strictly chat-based, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Be extremely wary of phone numbers found on random Google searches, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Many phone numbers circulating online are fake scam numbers, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Scammers frequently impersonate Kiwi.com support agents to steal card details, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Verify every interaction through your official Kiwi account dashboard, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Requesting Agent Escalation

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Ask explicitly for escalation if the bot cannot resolve your issue, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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If the first-line agent or chatbot gives automated responses, speak up, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Say directly that you want your case escalated to a senior agent or specialist team, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Escalation on Kiwi.com is usually something you must actively request, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Do not assume automatic transfers will happen without your explicit request, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Refunds, Claims & External Options

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Use the formal Claims / Refunds & Cancellations section for financial matters, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Submit claims for refunds, compensation, or disruption issues directly, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Formal claims are logged and tracked officially in the system, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Standard chat messages can get lost or closed without trace, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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If Kiwi fails to resolve your issue, escalate to external authorities, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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EU residents can contact the National Aviation Authority or European Consumer Centre (ECC), 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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US travelers can file complaints with the Department of Transportation (DOT), 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Dispute the charge with your bank or card issuer as a final resort, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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